

**DEPARTMENT  
NAME**

Department of Codes & Building Safety

**DEPARTMENT  
MISSION**

The mission of the Department of Codes & Building Safety is to provide permit, inspection, enforcement, and information products to the Nashville community so they can experience safe buildings and improved quality of life.

## ISSUE STATEMENTS

### Issue Statement One

The increasing demand for access to codes-related information and services by the public challenges our ability to adequately respond, resulting in a customer base that is underserved.

### Issue Statement Two

There is a growing technology gap between the department and its customers, resulting in longer response times, the inability to communicate with the latest technology, and incomplete information to our customers.

### Issue Statement Three

Left unchecked, the effects of substandard property on the citizens of Nashville will result in an erosion of the tax base and further deterioration of the infra-structure and the “built” environment.

### Issue Statement Four

Further reduction of “Building Safety” Inspection personnel (1999=42/ 2005=33) within the Department of Codes and Building Safety may result in:

- increased inspector response times,
- minimum quality inspections,
- increased construction times,
- increased construction cost,
- and loss of focus on “building safety” by building owners, contractors, and occupants

## STRATEGIC GOALS

### Goal One

By the year 2010, Codes customers will experience improved ability to communicate and access information through improved technology within Codes, as evidenced by:

- 10% increase of customers accessing information online
- 75% of customers who report satisfaction with communications with the department

### Goal Two

By the year 2010, citizens of Davidson County will experience cleaner, safer neighborhoods, as evidenced by:

- 10% reduction in substandard housing
- 10% reduction in number of abandoned or inoperable/unlicensed vehicles
- 10% reduction of visual clutter (signs, debris, trash, graffiti)

### Goal Three

By the year 2010, Code customers will experience improved response times to their inspection requests, as evidenced by:

- 75% of customers who receive a response within 48 hours including communication of action on service requests

### Goal Four

By the year 2010, citizens of and visitors to Davidson County will experience increased Code compliance in new buildings as evidenced by:

- 10% increase in building projects obtaining a Use and Occupancy Letter indicating all required inspections performed and approved

## **LINES OF BUSINESS**

### **Line of Business One – Purpose Statement**

The purpose of the Code Enforcement Notification line of business is to provide notice and information products to code violators so that violations can be corrected.

### **LOB One – Key Results**

Percentage of newly issued code violations corrected

### **Line of Business Two – Purpose Statement**

The purpose of the Construction/Land Use line of business is to provide licensing and permitting products to applicants (property owners, contractors, tenants) so they can proceed to do business in Davidson County in a timely manner.

### **LOB Two – Key Results**

Percentage of construction/land use permits issued in a timely manner

### **Line of Business Three – Purpose Statement**

The purpose of the Better Neighborhoods line of business is to provide property standards and zoning inspection products to neighborhood residents so they can experience a better place to live, work and play.

### **LOB Three – Key Results**

Percentage change in substandard properties brought into compliance as a direct result of departmental intervention

### **Line of Business Four – Purpose Statement**

The purpose of the Building Safety line of business is to provide building, plumbing, electrical, mechanical inspections and plan review products to building owners and contractors so residents and visitors to Nashville can experience Code compliant buildings.

### **LOB Four – Key Results**

Percentage change in building projects obtaining a Use and Occupancy Letter indicating all required inspections performed and approved

### **Line of Business Five – Purpose Statement**

The purpose of the Information Services line of business is to provide information, instruction, and support products to boards, public officials and the general public so they can have the information they are seeking in a timely manner.

### **LOB Five – Key Results**

Percentage of board members that have accurate

## **Strategic Business Plan**

information in a timely manner

Percentage of individuals who get their service requests addressed in a timely manner

**Line of Business Six –  
Purpose Statement**

The purpose of the Administrative Line of Business is to provide administrative support service products to the Codes department so it can efficiently and effectively deliver results for customers.

**LOB Six – Key Results**

Percentage of departmental key results achieved

Percentage of employees saying they use performance data as a regular part of their decision-making process

Percentage employee turnover

Disciplinary/grievance hearings per 100 employees

Percentage of budget variance

Percentage of payroll authorizations filed accurately and timely

Percentage of payment approvals filed by due dates

Percentage of department purchases made via purchasing card

## PROGRAM

**Line of Business  
Purpose Statement**

The purpose of the Code Enforcement Notification line of business is to provide notice and information products to code violators so that violations can be corrected.

**Program Name**

Code Enforcement Notification Program

**Program Purpose Statement**

The purpose of the Code Enforcement Notification Program is to provide notice and information products to code violators so they can correct violations and avoid penalties.

**Family of Measures: Result  
Measure(s)**

Percentage of newly issued code violations corrected  
**(Key)**

Percentage of backlogged code violations corrected

**Family of Measures: Output  
Measure(s)**

Number of abate notices delivered

Number of code violation responses

*If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.*

**Family of Measures: Demand  
Measure(s)**

Number of abate notices anticipated to be delivered

Number of code violation responses demanded

**Please list measures, if any, for this program that might be determined via a public survey.**

None

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## Products

- Abandoned motor vehicle notices
- Abate notices (**KEY**)
- ADS notices
- Compliance certificates
- Civil warrant requests
- Code change bulletins
- Code compliance letters
- Correction notices
- Demolition lien consultations
- Interpretation opinions
- Lien placements
- Lien releases
- Mailing lists
- Mandatory injunctions
- Occupational relocation letters/orders
- Plan corrections forms
- Post building condemnation reports
- Public notice signs
- Red (rejection) tag correction notices
- Show cause orders
- Stop work orders/notices
- Tagged abandoned motor vehicles
- Violation citations
- Violation consultations
- Code Violation responses

## PROGRAM

**Line of Business  
Purpose Statement**

The purpose of the Construction/Land Use line of business is to provide licensing and permitting products to applicants (property owners, contractors, tenants) so they can proceed to do business in Davidson County in a timely manner.

**Program Name**

Construction/Land Use Program

**Program Purpose Statement**

The purpose of the Construction/Land Use Program is to provide licensing and permitting products to applicants (property owners, contractors, tenants) so they can proceed to do business in Davidson County in a timely manner.

**Family of Measures: Result  
Measure(s)**

Percentage of construction/land use permits issued in a timely manner

**Family of Measures: Output  
Measure(s)**

Number of construction/land use permits issued

*If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.*

**Family of Measures: Demand  
Measure(s)**

Number of construction/land use permits anticipated to be issued

**Please list measures, if any, for this program that might be determined via a public survey.**

None



## Products

- Applications
- Arborist licenses
- Car lot zoning letters
- Contractor licenses
- Construction/land use permits (**KEY**):
  - Blasting permits
  - Building permits
  - Cell tower permits
  - Demolition permits
  - Electrical permits
  - Foundation permits
  - Gas/mechanical permits
  - Homeowners permits
  - Low voltage permits
  - Plumbing permits
  - Shell permits
  - Sign permits
  - Special event permits
  - Temporary tent permits
  - Tent permits
  - Tree removal permits
  - Zoning/land use permits
- Customer service surveys
- Debit accounts
- Debit statement mailings
- Electrical licenses
- Energy calculation forms
- Gas/mechanical licenses
- License renewal certificates
- License renewals
- Liquor letters
- Permit application approvals
- Permit tracking sheets
- Plan reviews
- Plumbing licenses
- Proctor examination sessions
- Real estate letters
- Registration validations
- Rehab committee approval letters
- Restrictive covenant forms
- Review plans
- Service/electrical releases
- Use & occupancy letters
- White, yellow, green & blue tags notifications
- Zoning compliance letters
- Zoning compliance revisions
- Zoning letters

## Strategic Business Plan

## PROGRAM

**Line of Business  
Purpose Statement**

The purpose of the Better Neighborhoods line of business is to provide property standards and zoning inspection products to neighborhood residents so they can experience a better place to live, work and play.

**Program Name**

Better Neighborhoods Program

**Program Purpose Statement**

The purpose of the Better Neighborhoods Program is to provide property standards and zoning inspection products to neighborhood residents so they can experience a better place to live, work and play.

**Family of Measures: Result  
Measure(s)**

Percentage change in substandard properties brought into compliance as a direct result of departmental intervention

**Family of Measures: Output  
Measure(s)**

Number of property standard inspections delivered/demanded

***If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.***

**Family of Measures: Demand  
Measure(s)**

Number of property inspections expected to be delivered/demanded

**Please list measures, if any, for this program that might be determined via a public survey.**

None

## Products

- Abandoned motor vehicle removals
- Building setback reports
- Condemnation hearing decisions
- Graffiti inspections
- Landscaping inspections
- Landscape plan consultations
- Landscaping plan reviews
- Neighborhood audit reports
- Neighborhood meeting sessions
- Noise level inspections
- NOTICE applications/approvals
- NOTICE program brochures
- NOTICE program training sessions
- NOTICE violation forms
- NOTICE violation releases
- Property prosecution actions
- Property standards inspections (**KEY**)
- Property standards re-inspections
- Rehab estimates
- Sign compliance inspections
- Special handling reports
- Special inspections
- Violation referrals
- Yard inspections
- Zoning final reports

## PROGRAM

**Line of Business  
Purpose Statement**

The purpose of the Building Safety line of business is to provide building, plumbing, electrical, mechanical inspections and plan review products to building owners and contractors so residents and visitors to Nashville can experience Code compliant buildings.

**Program Name**

Building Safety Program

**Program Purpose Statement**

The purpose of the Building Safety Program is to provide building, plumbing, electrical, mechanical inspections and plan review products to building owners and contractors so residents and visitors to Nashville can experience Code compliant buildings.

**Family of Measures: Result  
Measure(s)**

Percentage of building projects obtaining a Use and Occupancy Letter indicating all required inspections performed and approved

**Family of Measures: Output  
Measure(s)**

Number of building safety inspections provided

*If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.*

**Family of Measures: Demand  
Measure(s)**

Number of building safety inspections demanded/anticipated

**Please list measures, if any, for this program that might be determined via a public survey.**

None

## Products

- Building safety inspections (**KEY**):
  - Building code inspections
  - Complaint inspections
  - Electrical code inspections
  - Emergency reconnect inspections
  - Final inspections
  - Mechanical code inspections
  - Plumbing code inspections
  - Progress inspections
  - Safety inspections
- Complaint responses
- Flashing inspections
- Footing inspections
- Frame inspections
- Inspections
- Plan review consultations
- Product approvals
- Rehab inspections
- Rough-in inspections
- Slab inspection
- Special inspections
- Use & occupancy inspections

## PROGRAM

**Line of Business  
Purpose Statement**

The purpose of the Information Services line of business is to provide information, instruction, and support products to boards, public officials and the general public so they can have the information they are seeking in a timely manner.

**Program Name**

Board Support Services Program

**Program Purpose Statement**

The purpose of the Board Support Services Program is to provide case preparation and presentation products to six appeal boards so they can have timely and accurate information.

**Family of Measures: Result  
Measure(s)**

Percentage of board members that have accurate information in a timely manner

**Family of Measures: Output  
Measure(s)**

Number of case preparations and presentations provided

*If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.*

**Family of Measures: Demand  
Measure(s)**

Number of case preparations and presentations anticipated

**Please list measures, if any, for this program that might be determined via a public survey.**

Survey individual board members

## Products

- Appeal board consultations
- Appeal board minutes
- Appeal case notices
- Board agendas
- Board member recommendations
- Building code appeals
- Case preparations & presentations (**KEY**)
- Case updates
- Code appeal hearings
- Court appearances
- Electrical code appeals
- Electrical representation consultant sessions
- Mechanical code appeals
- Plumbing code appeals
- Property standards code appeals
- Public hearing dockets
- Public hearings
- Violation photos
- Zoning code appeals
- Zoning appeal minutes
- Zoning appeal transcripts
- Zoning appeals result letters
- Zoning public mailing lists

## PROGRAM

**Line of Business  
Purpose Statement**

The purpose of the Information Services line of business is to provide information, instruction, and support products to boards, public officials and the general public so they can have the information they are seeking in a timely manner.

**Program Name**

Information Sharing Program

**Program Purpose Statement**

The purpose of the Information Sharing Program is to provide reporting, reference and consultation products to public officials and individuals seeking information so they can have their service requests addressed in a timely manner.

**Family of Measures: Result  
Measure(s)**

Percentage of individuals who get their service requests addressed in a timely manner

**Family of Measures: Output  
Measure(s)**

Number of inquiry responses provided

*If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.*

**Family of Measures: Demand  
Measure(s)**

Number of inquiry responses demanded/anticipated

**Please list measures, if any, for this program that might be determined via a public survey.**

Survey public officials and the general public seeking information from Codes



## Products

- Background research reports
- Better neighborhood guides
- Census reports
- Consultation sessions
- Cost of construction reports
- Debit account balance inquiry responses
- Debit information packets
- Developer training sessions
- Draft ordinances
- E-mail responses
- General contractor reference letters
- Historical research data reports
- Home occupation packets
- Informational reports
- Inquiry responses (**KEY**):
  - Council member responses
  - Information sessions (via e-mail)
  - Mayor's office responses
  - Review of records sessions
  - Survey responses
  - Telephone responses
  - E-mail responses
  - Verbal responses
  - Media responses
- Inspection tracking sheets
- Inter-government consultations
- License registration packets
- News conferences
- News contacts
- Newsletter articles
- Public service announcements
- Public information materials
- Public seminars
- Public training sessions
- Review of records sessions
- Statistical reports
- Violation status update reports
- Water & sewer informational packets
- Web information updates

## PROGRAM

### Line of Business Purpose Statement

The purpose of the Administrative Line of Business is to provide administrative support service products to the Codes department so it can efficiently and effectively deliver results for customers.

### Program Name

Administrative

### Program Purpose Statement

The purpose of the Administrative Program is to provide administrative support service products to the Codes department so it can efficiently and effectively deliver results for customers.

### Family of Measures: Result Measure(s)

#### Executive Leadership:

- Percentage of departmental key results achieved
- Percentage of employees saying they use performance data as a regular part of their decision-making process

#### Human Resources:

- Percentage employee turnover
- Disciplinary/grievance hearings per 100 employees

#### Finance:

- Percentage of budget variance
- Percentage of payroll authorizations filed accurately and timely
- Percentage of payment approvals filed by due dates

#### Procurement:

- Percentage of department purchases made via purchasing card

### Family of Measures: Output Measure(s)

#### Human Resources

- Number of new hires
- Number of disciplinary/grievance hearings conducted

#### Finance:

- Number of payroll authorizations completed

## Strategic Business Plan

- Number of payment approvals completed

Procurement:

- Dollar volume of purchases completed within the department

*If you have more than one output measure for this program, please list the one output measure that contains your key product for this program.*

**Family of Measures: Demand Measure(s)**

Finance:

- Number of payroll authorizations demanded
- Number of payment approvals completed

Procurement:

- Dollar volume of purchases (excluding construction)

**Please list measures, if any, for this program that might be determined via a public survey.**

None

**Products**

Human Resources:

- Personnel Transactions
- Disciplinary/Grievance Hearings
- Leave and Attendance Records

Finance:

- Budgets
- Payroll Authorizations
- Performance Reports
- Financial Reports

Procurement:

- Procurement Card Statements
- Reconciliations
- P-Card Transactions